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**Fax**

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Company: US PTO	From: Wendy W. Koba
Attention: Kenny S. Lin	Pages including cover sheet: 11
Fax No.: 703-872-9306	Date : November 29, 2004
Re: Serial No. 09/428,363	
<input checked="" type="checkbox"/> Urgent <input type="checkbox"/> Please review <input type="checkbox"/> Please Comment <input type="checkbox"/> Please Reply <input type="checkbox"/> For your information	

Case Name:	Burg 113571
Serial Number:	09/428,363
Filing Date:	October 27, 1999
Examiner:	Kenny S. Lin
Title:	Delivery of Call Queue Messages for Calls Launched from the internet

In response to a final office action dated August 31, 2004 attached please find the following:

1. Transmittal Form (1 page)
2. Certificate of Transmission under 37 CFR 1.8 (1 page)
3. Claims as Amended (1 page)
4. Amendment ( 7 pages)

Respectfully submitted,

*Wendy W. Koba*

Wendy W. Koba, Esq.

PTO/SB/21 (09-04)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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TRANSMITTAL  
FORM

(To be used for all correspondence after initial filing)

Total Number of Pages in This Submission

Application Number

09/428,363

Filing Date

10/27/1999

First Named Inventor

Burg

Art Unit

2154

Examiner Name

Kenny S. Lin

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NOV 29 2004

Attorney Docket Number

113571

## ENCLOSURES (Check all that apply)

Fee Transmittal Form  
 Fee Attached  
 Amendment/Reply  
 After Final  
 Affidavits/declaration(s)  
 Extension of Time Request  
 Express Abandonment Request  
 Information Disclosure Statement  
 Certified Copy of Priority Document(s)  
 Reply to Missing Parts/ Incomplete Application  
 Reply to Missing Parts under 37 CFR 1.52 or 1.53

Drawing(s)  
 Licensing-related Papers  
 Petition  
 Petition to Convert to a Provisional Application  
 Power of Attorney, Revocation  
 Change of Correspondence Address  
 Terminal Disclaimer  
 Request for Refund  
 CD, Number of CD(s) \_\_\_\_\_  
 Landscape Table on CD

## Remarks

 After Allowance Communication to TC Appeal Communication to Board of Appeals and Interferences Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) Proprietary Information Status Letter Other Enclosure(s) (please identify below):

1. Fax Cover Sheet  
 2. Cert. of transmission  
 3. Claims as Amended

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	Wendy W. Koba, Esq.		
Signature	Wendy W. Koba		
Printed name	Wendy W. Koba		
Date	11/29/04	Reg. No.	30509

## CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:

Signature	Wendy W. Koba		
Typed or printed name	Wendy W. Koba		
	Date	11/29/04	

This collection of information is required by 37 CFR 1.6. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the burden you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PTO/SB/97 (09-04)

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## Certificate of Transmission under 37 CFR 1.8

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on 11/29/04  
Date

Wendy W. Koba  
Signature

Wendy W. Koba

Typed or printed name of person signing Certificate

30509  
Registration Number, if applicable

610-346-7112  
Telephone Number

Note: Each paper must have its own certificate of transmission, or this certificate must identify each submitted paper.

1. Fax Cover Sheet (1 sheet)
2. Claims as Amended (1 sheet)
3. Amendment (7 sheets)

This collection of information is required by 37 CFR 1.8. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 1.8 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

CASE Burg 113571

SERIAL NO. 09/428,363

GROUP ART UNIT 2154

FILED October 27, 1999

EXAMINER Kenny S. Lin

TITLE Delivery of Call Queue Messages for Calls Launched  
from the Internet

COMMISSIONER OF PATENTS

P.O. Box 1450  
Alexandria, VA 22313-1450

SIR

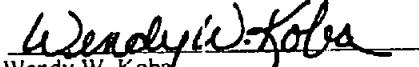
Enclosed is an amendment in the above-identified application:

No additional fee is required, as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	MINUS	HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS FOR FEE PURPOSES	23	MINUS	27	0	X \$18	0
INDEPENDENT CLAIMS	2	MINUS	2	0	X \$88	0
MULTIPLE DEPENDENT CLAIM(S) First presented with this amendment, if applicable					X\$300	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$ 0	

Respectfully,

  
Wendy W. Koba  
Reg. No. 30509  
Attorney for Applicant(s)  
610-346-7112

Date: 11/29/04

Burg 113571

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

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Patent Application

Inventor(s) Frederick Murray Burg

Case 113571 Conf. No. 4560

Serial No. 09/428,363 Group Art Unit 2154

Filing Date October 27, 1999

Examiner Kenny S. Lin

Title Delivery of Call Queue Messages for Calls Launched from the  
Internet

COMMISSIONER FOR PATENTS  
ALEXANDRIA, VA 22313-1450

SIR:

AMENDMENT

In response to an Office Action dated August 31, 2004 (application Paper No. not shown), please amend the above-identified application as follows: